eWiSACWIS

What's New . . . Since May 19th?

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November 15, 2004

11/17/2004

Implementation Status

June 28, 2004:

- Ashland
- Bayfield
- Calumet
- Douglas
- Iron

- Lincoln
- Oneida
- Outagamie
- Shawano
- Taylor
- Waukesha

Final Implementation

July 23, 2004:

- ⦿ Wood County !

State Staff Changes / Moves

- Gary Groth resigned
- Chris Partridge and Jeff Radecki moved to Madison office
- Staff moved out of 115 West Wilson to 1 West Wilson
- Jim Low, Larry Schoonover, Mitch Abaza, Adriana Gross and Sean Kinsey left the project

AMS Staff Changes

- 16 AMS staff rolled off upon completion of implementation

- Stan Hollingshead joined help desk, replacing Gardner Wheeler who is working on reports to support the PEP plan

- Robert Salas, Jeff Hodges and Jennifer Moore stayed with the maintenance/change order team
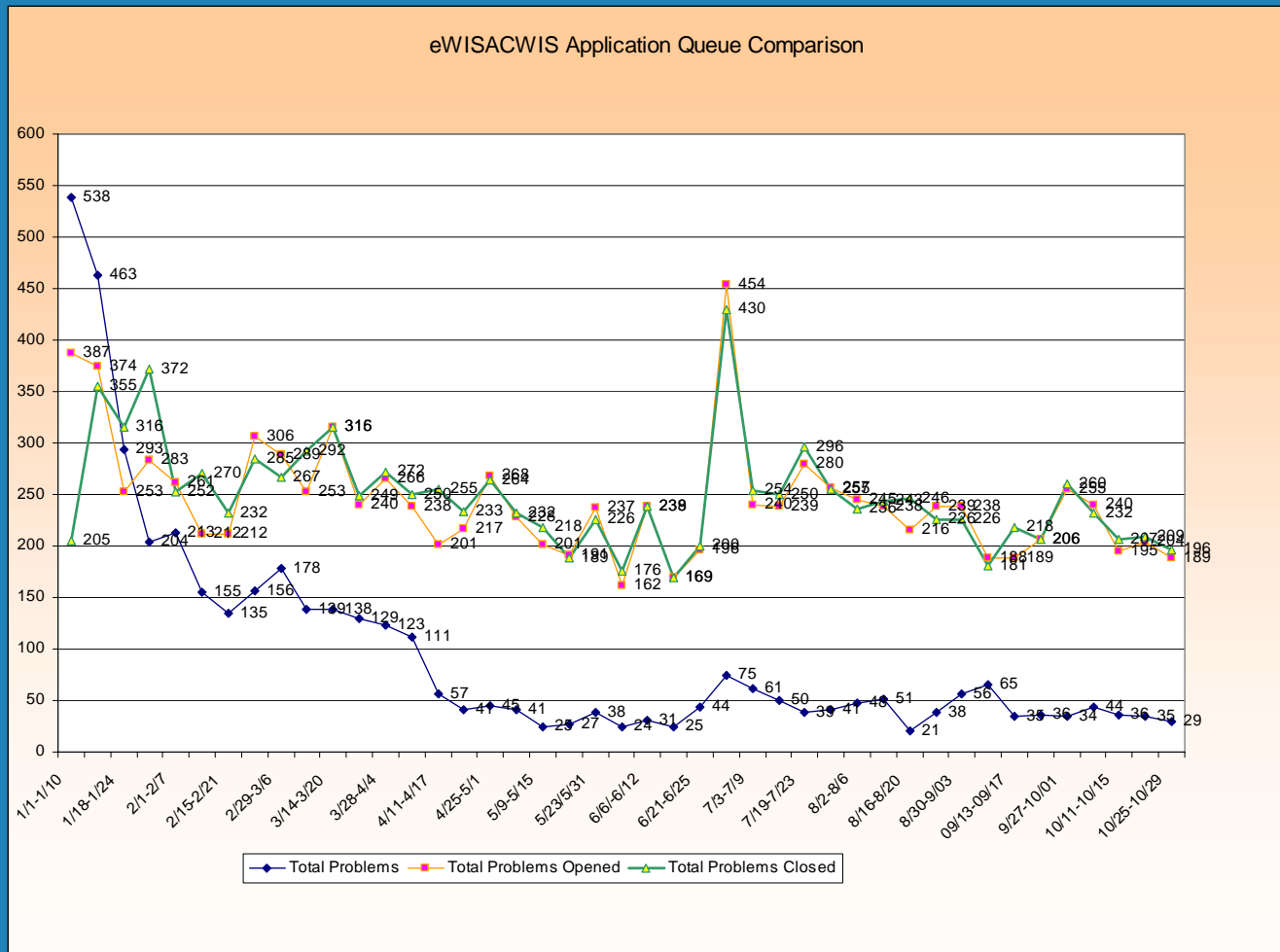
Federal SACWIS Review

- Conducted in March and September

- Visited Green, Milwaukee, Iowa and Racine counties

- Awaiting the official results document
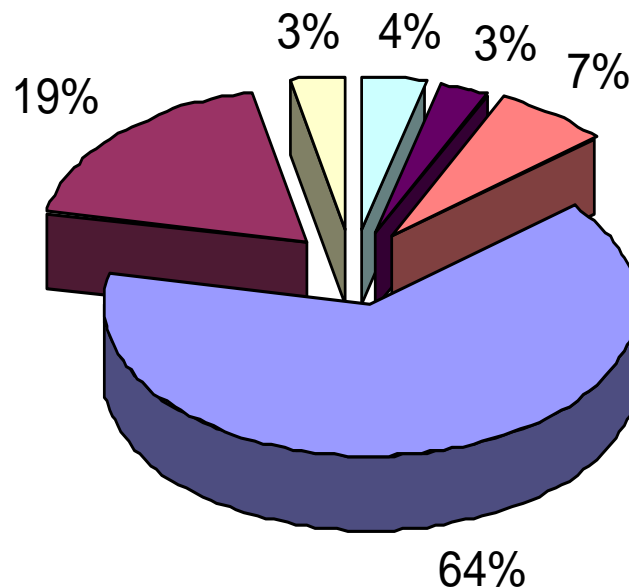
Help Desk Stats

Application Queue

eWISACWIS Application Queue Comparison

Application Queue - Trends

eWiSACWIS Helpdesk Calls

Legend:
- Questions
- Incidents
- Enhancement suggestions
- Issues
- Data Clean Up
- Other (Environment/External)

Values: 19%, 3%, 4%, 3%, 7%, 64%

Time Frame: March 01,04 to May14, 04

Excludes Global Network Issues

Application Queue - Trends

eWiSACWIS Helpdesk Calls

- ☐ Questions
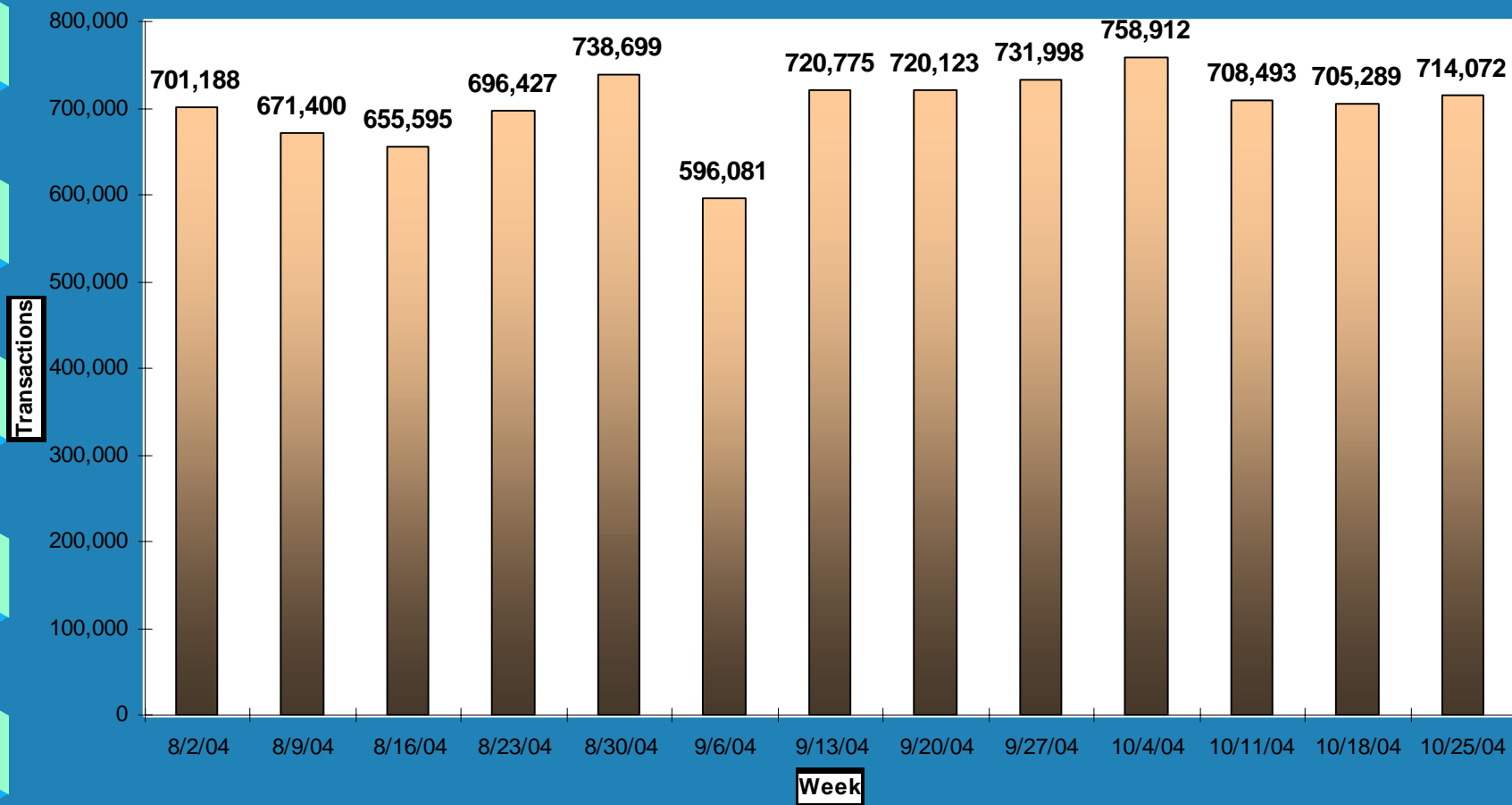- ☐ Incidents
- ☐ Enhancement suggestions
- ☐ Issues
- ☐ Data clean up
- ☐ Other (environment/external)

4% 3% 4% 6%

17%

66%
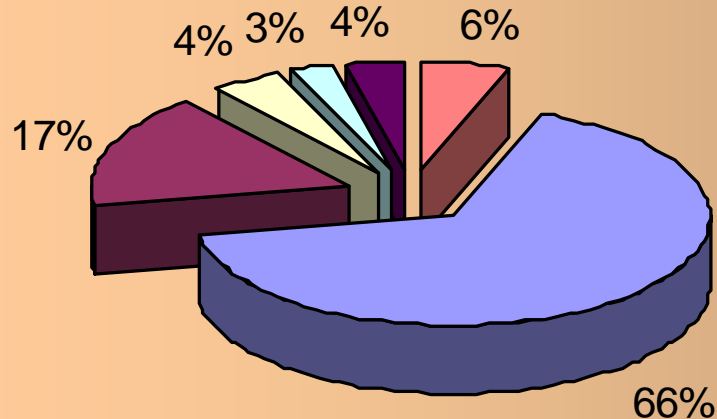
Time Frame: May 01, 04 to Nov 01, 04

Excludes Global Network Issues

Number of Transactions

Application Queue - Trends

Top 3 Areas of User Questions:

➢ Case Closure

◆ Quick reference guide link:
http://dhfs.wisconsin.gov/wisacwis/knowledge_web/index.htm

➢ Out of Home Placement

◆ Quick reference guide link:
http://dhfs.wisconsin.gov/wisacwis/knowledge_web/Helpdesk/quick_reference_guides.htm

➢ Assessments

◆ Quick reference guide link:
http://dhfs.wisconsin.gov/wisacwis/knowledge_web/Helpdesk/quick_reference_guides.htm

Bugs Fixed

June
-- 67 bugs

September
-- 124 bugs

December, 2004
-- 88 bugs

Enhancements

- June, Release 1.6: 80 enhancements

- September, Release 1.7: 47 enhancements

- This December, Release 1.8: 50 enhancements

- Total: 177 enhancements (since June)

June Enhancements

- Pending Check Report modified to add WiSACWIS Payee ID, Case ID, and Person ID
- Pre-audit Report modified to add WiSACWIS Payee ID, County Payee ID and Target pop.
- For Pre-Adoptive Child or Guardianship cases, system now allows Services Intake to be linked to case as long as intake only has one participant who is also in the case

June Enhancements (cont.)

- A unique letter can now be created for each Mandated Reporter when there are multiple PS reports linked to an Assessment.

- When address of Mandated Reporter has been changed on that reporter's person management record, the changes are now displayed on the letter.

June Enhancements (cont.)

- A case will now be automatically closed when created from a screened out PS Report or Service Intake, for a family not previously known to the system

- Date restriction will be added to the Checks icon so that when a provider is being searched from the Pending Checks and Check Disposition page, performance is increased on data retrieval searches and results are returned faster

June Enhancements (cont.)

- PS Reports that have been pending for 22 hours will now appear under a new expando, called 'Overdue Intakes'

- When linking a PS Report or Service Intake to an existing case, all cases will now be listed only once

- Edits to Address Management under Person Management can be applied after a case is closed

September Enhancements

- TPR case can now be merged back into the biological case

- When creating a Home Inquiry, the following edit message is now displayed:

  "The following participant(s) is a Parent in a Provider: Provider Name (Provider #). Please use the appropriate provider record, as proceeding will create duplicate provider records"

Case Closure

- The following will be included in the case closure edit report for cases denied because payments missing an approval:
  - Begin and end dates of the payment
  - Service Type text description
  - Provider ID
  - Payment Amount
- New edit: If an adoption eligibility record is pending, the case cannot be closed.

Case Closure (cont.)

- No Request - create a closure request record, but did not Check the box
- Pending - created but not processed by the batch
- Accepted or Denied - processed by the batch (same as Closure Status: field on Closure Request window)
- Historical - closure request has final approval

December Enhancements

- Tickler Management Page - will allow supervisors to manage ticklers

- Inactivating Worker will not be allowed when the worker has open assignments

- The Adoptive Assessment results documents will be launched from the Forms Page

December Enhancements (cont.)

- Initial Assessment window and template changes reflecting new text and terminology

- The OOH placement ending reasons will be filtered by an ending purpose

- The placement status dropdown on the IH Service page will be renamed "Status"

December Enhancements (cont.)

- Intake Type change – will allow users to change from Service Intake to PS Report and vice versa prior to screening decision

- There will be two new ICWA templates in WiSACWIS

Technology

- Acquired IBM's functional tester -- automated regression testing
- Testing Oracle v. 9i -- slated for March 05 Implementation
- New iChain login page
- eWReports Analysis/Design efforts to include On Demands Reports

Change Orders

- New Search Functionality

- Subsidized Guardianship

- NCANDS

- AFCARS Adoption

- PEP Reports

Change Management Model

- Combined with the PEP plan
- 4 committees
- Intake
- Child Welfare
- OHC
- Adoption
- Training
- QA